



Consulting and Training | Reach New Heights

Course Name

Food & Beverage Service Performance

Sector Name

Hospitality & Hotel Management

Document Type

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Food & Beverage Service Performance

Course Introduction

Food and beverage service can strongly shape a guest's perception of a hotel, yet successful service depends on more than courtesy and presentation. Restaurants, lounges, room service, banqueting, and other outlets must coordinate guest demand, table flow, order accuracy, service timing, kitchen communication, product knowledge, and commercial opportunities while maintaining consistent standards. Small breakdowns in this flow can quickly result in delays, errors, lost revenue, and dissatisfied guests.

Boost Consulting & Training has designed this course to strengthen the operational performance of hotel food and beverage service. Participants will examine the complete service flow, guest handling, order management, coordination between service and kitchen teams, peak period control, service consistency, suggestive selling, and performance measurement. Practical scenarios place participants in realistic situations where they must balance guest expectations with operational efficiency and commercial awareness.

The main concept of this course is to create a food and beverage service operation where guest satisfaction, service flow, team coordination, and revenue opportunities reinforce one another.

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Target Audience

- ✓ Food and beverage managers and supervisors
- ✓ Restaurant and outlet supervisors
- ✓ Hotel operations professionals
- ✓ Hospitality service team leaders

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Learning Objectives

- ✓ Manage the complete food and beverage service flow more effectively.
- ✓ Apply consistent service standards across different guest interactions.
- ✓ Improve coordination between service teams, kitchen operations, and supporting functions.
- ✓ Manage tables, orders, and service timing during changing demand conditions.
- ✓ Respond professionally to special requests and service complications.
- ✓ Apply suggestive selling techniques that enhance both guest choice and revenue.
- ✓ Identify operational factors affecting service speed, accuracy, and consistency.
- ✓ Use relevant performance indicators to improve food and beverage service results.

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Course Outline

✓ DAY 01

Building the Complete Service Flow

- ✓ Connecting the Guest Journey with Service Operations
- ✓ Following the service sequence from reservation and arrival through seating, ordering, dining, payment, and departure
- ✓ Identifying the operational actions behind a smooth guest experience
- ✓ Recognizing critical points where delays or errors can disrupt the service flow

Preparing for Service Demand

- ✓ Reviewing reservations, expected covers, guest profiles, special requests, and outlet conditions
- ✓ Aligning table arrangements, team responsibilities, and service preparation with expected demand
- ✓ Developing an F&B Service Readiness Plan for a realistic operating period

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Course Outline

✓ DAY 02

Delivering Consistent Guest Service

- ✓ Managing Table Experience
- ✓ Creating professional and efficient interactions throughout the dining experience
- ✓ Adapting service attention and timing according to guest needs and dining situations
- ✓ Maintaining consistency without making service feel mechanical

Managing Orders Accurately

- ✓ Capturing orders and special requirements clearly
- ✓ Preventing errors through effective confirmation and communication practices
- ✓ Completing an Order Accuracy & Service Timing Challenge involving multiple guest requirements

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Course Outline

✓ DAY 03

Coordinating Front & Back of House

- ✓ Strengthening Service and Kitchen Coordination
- ✓ Managing the flow of orders and information between service and production teams
- ✓ Coordinating timing when different items require different preparation periods
- ✓ Communicating changes, delays, unavailable items, and special requirements effectively

Managing Peak Service Periods

- ✓ Prioritizing tables and service activities when demand increases
- ✓ Adjusting team deployment and responsibilities according to operational pressure
- ✓ Running a Peak Restaurant Service Simulation with simultaneous service demands

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Course Outline

✓ DAY 04

Combining Service with Commercial Awareness

- ✓ Creating Value Through Product Knowledge
- ✓ Using menu knowledge to provide relevant recommendations
- ✓ Connecting guest preferences with suitable food and beverage choices
- ✓ Communicating menu options confidently without overwhelming the guest

Applying Suggestive Selling

- ✓ Identifying natural opportunities for additional sales during the service journey
- ✓ Recommending complementary items and appropriate alternatives
- ✓ Completing a Guest Focused Selling Exercise that balances revenue with service quality

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Course Outline

✓ DAY 05

Improving F&B Service Results

- ✓ Reading Service Performance
- ✓ Monitoring service time, order accuracy, guest feedback, average spend, and other relevant indicators
- ✓ Identifying recurring operational patterns behind delays and service inconsistencies
- ✓ Connecting service performance with both guest satisfaction and commercial results

Improving Outlet Performance

- ✓ Identifying workflow and coordination changes that can strengthen daily service
- ✓ Prioritizing improvements according to guest impact and operational value
- ✓ Developing an F&B Service Performance Improvement Plan for a realistic hotel outlet

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Jan. 11, 2027	Jan. 15, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
April 25, 2027	April 29, 2027	5 days	4250.00 \$	Bahrain , Manama
Aug. 9, 2027	Aug. 13, 2027	5 days	4950.00 \$	Spain , Barcelona
Nov. 7, 2027	Nov. 11, 2027	5 days	4250.00 \$	KSA , Riyadh

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